PATENT 10/005,828

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### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of
Michael Wayne Brown, et al.

Serial No.: 10/005,828
Confirmation Number: 3123
Filed: 12/03/2001
Title: EXPERT HOLD QUEUE
: Before the Examiner:
: Quynh N Nguyen
: Group Art Unit: 2642
: Intellectual Property Law Department
: International Business Machines Corp.

# **CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Quynh N Nguyen on August 19, 2004 by Amy Pattillo.

Signature

**MANAGEMENT** 

8/19/2004\_\_\_\_

Austin, Texas 78758

## REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111

Mail Stop Box Non-Fee Amendment (Pats) Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

AUS920010948US1

**PATENT** 10/005,828

# A. INTRODUCTORY COMMENTS

Applicants appreciate the telephone conference provided by Examiners Nguyen and Matar. Responsive to the Office Action of May 19, 2004, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

Amendments to the Specification begin on page 3. Amendments to the Claims begin on page 4.

Arguments begin on page 10.

AUS920010948US1

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Serial No.: 10/005,828 Confirmation Number: 3123

Filed: 12/03/2001

Title: EXPERT HOLD QUEUE

**MANAGEMENT** 

: Before the Examiner:

Quynh N Nguyen : Group Art Unit: 2642

: Intellectual Property Law Department

: International Business Machines Corp.

: 11400 Burnet Road

: Austin, Texas 78758

Mail Stop Box Non-Fee Amendment (Pats) COMMISSIONER FOR PATENTS

P.O. Box 1450

Alexandria, VA 22313-1450

#### Sir:

Transmitted herewith is an Amendment in the above-identified Application.

No additional fee is required.

The fee has been calculated as shown below:

Claims Remaining After Amendment			Highest No. Previously Paid For	Present Extra		Rate	Addit. Fee	
Total	20	MINUS	. 20	=	0	x 18 =	\$	00.00
Indep.	6	MINUS	6	=	0	x 86 =	\$	00.00
1	st Preser	ntation o	of Multiple De	p. Claim	ı	x 286 =	\$	00.00
						TOTAL	Ś	-00.00

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- X The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.
  - $\underline{X}$  Any additional fees required under 37 CFR 1.16 for the presentation of extra claims.
  - X Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

Amy J. Pattillo Attorney for Applicants Registration No. 46,983 (512) 402-9820

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 Number of Pages to Follow (including cover sheet): 27

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 United States Patent Office

 Examiner:
 Quynh H Nguyen

 Group Art Unit:
 2642

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DATE: 8/19/2004

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Docket No. AUS9200	<u>10948US1</u> Serial No. <u>10/005,</u>	<u>828</u> Atty: <u>AJP</u>								
Applicant: BROWN ET AL										
X Amendment	_x_ 0	_X_ Certificate of Facsimile								
_X Transmittal L	etter									
Deposit Acct. No. 09-	0447									
Fees: Amendment 3	Notice of Anneal	Anneal Brief	Other							